



New Technology Training and Competency Design Project Manager – Network Readiness

Position Description – Capital Projects and Development

Team:	Network Readiness	Location:	Millennium
Reports to:	Metro Transformation Lead	Job family:	N/A
Role Type:	Secondment/Fixed Term Contract	Salary:	N/A

About Us

KiwiRail’s Role in Aotearoa, New Zealand

KiwiRail delivers sustainable and inclusive growth for our customers, our communities and our people. For more than 150 years, rail in New Zealand has connected communities, delivered goods and people around the country and showcased our spectacular scenery to the world. Our purpose 'Stronger Connections, Better New Zealand,' speaks to connected people, networks, journeys, experiences, and ways of working that move KiwiRail, the transport sector and New Zealand forward.

Our Workplace

At KiwiRail our values define the behaviour we expect from everyone. We have a team of over 4500 people and every connection we make with each other, our union partners, our customers and all our stakeholders must be of the highest standard. *Health, safety and wellbeing is our number one priority. Good safety is good business.*



About the Role

Purpose of the role

KiwiRail is in a phase of significant transformation to modernise and strengthen Aotearoa New Zealand's metro rail network. We're enhancing and modernising our network maintenance to support more frequent passenger services, faster journey times, and increased freight capacity.

The Network Readiness team is the spearhead of our interconnected Metros business, delivering best-in-class safety, consistent service performance, and driving innovation to meet stakeholder and customer obligations. As a standalone business unit aligning Auckland and Wellington operating models, we are committed to intelligent, preventative maintenance supported by sustainable funding. Through a transformation plan focused on safety, intelligence, automation, mechanisation, and asset management, we will meet network capacity demands, generate above-rail revenue, consistently achieve Delivery in Full, on Time (DIFOT) targets, and ensure service levels of excellence across the network by 2030.

The New Technology Training and Competency Design Project Manager will lead the design, development, and implementation of a comprehensive training and competency framework that enables the successful adoption and integration of new technologies, including the Mobile Radio Warning System and machine-enabled maintenance across the Network Readiness team. This role will ensure that all operational staff are equipped with the necessary

knowledge, skills, and qualifications to operate safely and effectively in a transformed, intelligence-driven rail maintenance environment.

Key Accountabilities

1. Project Leadership and Planning

- Lead the end-to-end project lifecycle for the training and competency design initiative.
- Develop and manage detailed project plans, timelines, and resource allocations.
- Align the training programme with transformation milestones, regulatory standards, and operational readiness goals.

2. Training and Competency Framework Development

- Design a modular, scalable training and competency programme that supports the rollout of:
 - Single Line Working
 - Mobile Radio Warning Systems
 - Mechanised and automated maintenance solutions
- Collaborate with subject matter experts (SMEs), Original Equipment Manufacturing (OEM) vendors, and safety authorities to ensure content relevance and regulatory compliance.
- Implement mechanisms for assessing and certifying staff competency.

3. Stakeholder Engagement

- Act as the primary liaison between technical teams, frontline workers, HSE advisors, union representatives, and training providers where necessary.
- Engage proactively with senior leaders in Auckland and Wellington to ensure programme alignment with both metro operating models.
- Promote a culture of continuous learning and safety innovation.

4. Risk and Change Management

- Identify training-related risks and implement mitigation strategies to minimise operational disruption during technology adoption.
- Ensure change management practices are embedded into training delivery, supporting a smooth transition to new technologies and processes.

Key challenges

- **Integrating Diverse Operating Models:** Aligning training needs and competency standards across Auckland and Wellington networks, which may have differing operational practices, cultures, and legacy systems.
- **Driving Adoption of New Technologies:** Overcoming resistance to change and ensuring frontline staff confidently and safely adopt Mobile Radio Warning Systems and machine-enabled maintenance processes.
- **Balancing Delivery with Transformation Timelines:** Coordinating training delivery without disrupting ongoing operations, while meeting tight deadlines within the broader Transformation Programme.

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Programme Manager		✓	✓	✓
	Delivery Team			✓	✓
	Engineering and Signals Team			✓	✓
	Professional Heads			✓	✓
	Subject Matter Experts			✓	✓
	Internal Service Providers			✓	✓
External	Link Alliance/City Rail Link			✓	✓
	Auckland Transport			✓	✓
	WorkSafe			✓	✓
	Auckland Council			✓	✓
	Subject Matter Experts			✓	✓
	Utility and Service Providers			✓	✓

What you will do to contribute

Health Safety and Wellbeing	<ul style="list-style-type: none"> • Implement safety procedures and ensure team compliance • Analyse workplace risks and develop mitigation strategies • Promote a culture of safety and wellbeing within your team • Respond effectively to safety incidents and near-misses • Support team members' physical and mental health
Customer Focus	<ul style="list-style-type: none"> • Provide a positive customer experience • Support a customer-focused culture at KiwiRail • Know our services well and explain them to customers • Respond quickly to customer needs • Develop solutions to meet customer requirements • Solve complex customer issues • Work with colleagues to improve customer outcomes
High Performing Teams Skills	<ul style="list-style-type: none"> • Achieve high performance standards aligned with Network Readiness Programme goals • Contribute to a supportive and cooperative team environment • Provide timely and constructive feedback • Actively seek diverse perspectives in problem-solving
Commercial Acumen	<ul style="list-style-type: none"> • Plan and monitor responsibilities to achieve team objectives • Consider financial implications when making recommendations • Work with stakeholders to ensure quality outcomes • Recognise how decisions impact KiwiRail's overall position
Role Specific Domain	<ul style="list-style-type: none"> ▪ Design and implement a fit-for-purpose training and competency programme that supports the rollout of new technologies, including the Mobile Radio Warning System and machine-enabled maintenance. ▪ Translate complex technical and operational information into structured learning content that meets regulatory, safety, and performance standards. ▪ Apply adult learning principles to develop effective and engaging training materials using a blend of digital, practical, and on-the-job delivery methods. ▪ Define and embed assessment and certification processes to validate competency across multiple job roles and functions. ▪ Collaborate with technical experts, safety teams, and equipment suppliers to ensure accuracy and relevance of training content. ▪ Lead the integration of the competency framework into existing operational models across both Auckland and Wellington, ensuring consistency and scalability. ▪ Support change management efforts by promoting awareness, understanding, and adoption of new technologies across frontline and supervisory teams. ▪ Ensure alignment of training outcomes with safety performance, regulatory compliance, and delivery targets set by the Transformation Programme

Decision Making

The position is accountable for decisions regarding all project management and operational objectives and for the provision of leadership and advice to team members and relevant stakeholders on day to day operational decisions.

Key decision-making requirements of the position include:

- Accountable for independently making decisions related to the design, structure, and delivery methods of the training and competency programme.
- Determine prioritisation of training initiatives in alignment with the broader Transformation Programme milestones and operational demands.
- Make sound, risk-based decisions regarding training effectiveness, competency assurance, and compliance with regulatory requirements.
- Escalate strategic, budgetary, or cross-functional issues to the Network Readiness Transformation Programme Manager or appropriate governance forums when broader impact or alignment is required.
- Consult with key stakeholders (e.g., HSE, L&D, union reps, technology providers) on decisions impacting safety, industrial relations, or major operational changes.

Human Resources Delegations	Team member
Direct reports	TBC
Finance Delegations	Allocated per DFA Policy
Budget (operating and capital)	Allocated per DFA Policy
Travel Delegations	Nil
Statutory powers	Nil

Physical demands and the nature of work

This role is administration-based and requires:

- Prolonged sitting and high computer usage
- Limited walking, standing, twisting, bending (at the waist), crouching (bend knee)
- Carrying of laptop and paperwork when alternating between home and office
- Limited lifting of up to 7 kg archive boxes

Your role may include other tasks suited to your level, as your manager directs. This job description shows your current duties. We'll review and update it with you if your responsibilities change.

About you

Knowledge and experience

- Proven experience in designing and managing large-scale training or competency programmes within a technical or safety-critical environment.

- Strong project management skills, with demonstrable success delivering complex initiatives on time and within budget.
- Deep understanding of adult learning principles, instructional design, and assessment frameworks.
- Experience working with new technology implementation or transformation initiatives, preferably in the infrastructure, transport, or heavy industries.
- Excellent communication and stakeholder engagement skills.
- Knowledge of rail safety legislation and infrastructure asset operations.

Ways of working / Work-related qualities

- Ability to maintain composure, making sound and timely decisions under pressure.
- You are pragmatic and flexible, effectively balancing the needs of your team, project and KiwiRail.
- You are engaging and demonstrate a collaborative style of working.

Qualifications

- Tertiary qualification in related discipline
- Project Management qualifications, PRINCE, PMP

And

- Relevant industry and/or project management certifications

